

How to Give Great Customer Service AND Love Your Job

WHO SHOULD ATTEND:

- Front-line service staff
- Employees in contact with customers
- Service representatives
- Customer Service Managers

WHAT YOU WILL LEARN:

- How to calm an irate customer
- How to look at every encounter as an opportunity
- How to not take your job home with you

Monday, March 5, 2007



The seminar leader, **Sandra Smith** is a trainer, motivational speaker and author. Her clients include Department of Labor and Industries, Department of Revenue, Utilities and Transportation Commission, and Department of Health. Each month Aspire Seminars provides training on various topics that include communication, customer service, and leadership and is proud to be sponsored by ICSEW. Sandra is author of *Get What You Really Want Without the Guilt*. Her website is www.aspireseminars.com.

"Sandra's techniques and the simple tools she shared are working, our employees still talk about the seminar and the positive effect it has had on them."

—Lorne Sanford, Regional Administrator, Department of Labor and Industries

Benefits of Attending...

- Learn what is new in customer service.
- Discover the four work personality styles.
- Learn how to deal with a difficult person.
- Learn the seven employee motivators.
- Discover how to get more enjoyment out of work.

Workshop fee per person: \$99

Training to be paid prior to seminar.

We accept Purchase Orders

Cancellations must be made two days prior to the seminar. Substitutions will be accepted up through the day of the event.

THREE EASY WAYS TO ENROLL

On-line: <http://www.icsew.wa.gov> (Event Info)

Phone: Wendy Sue Wheeler at (360) 902-1972

E-mail: Wendy Sue at wsweeleer@agr.wa.gov

Seminar Location & Date:

Natural Resources Building

1111 Washington Street SE, Room #175A&B

Olympia, WA 98504

March 5, 2007, 9:00 am – 4:00 pm

Please mail check to: Aspire Seminars
PO Box 3603, Lacey, WA 98509-3603
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